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# Work for the Cultural Heritage Sector: Ann Chapman, 1987-2011

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## Summary

Ann Chapman worked for UKOLN between 1987 and 2011. During that period she worked on a variety of projects and studies, which were variously funded by the British Library Research and Development Department (BLRDD), British Library Research and Innovation Centre (BLRIC), the Library and Information Commission (LIC), the Museums, Libraries and Archives Council (MLA) (and its previous incarnation, Resource) and the Joint Information Systems Committee (JISC) of the Higher and Further Education Funding Councils. This document provides a summary of Ann's work, with a focus on work areas relevant to the MLA sector.

## Acknowledgements

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# About This Document

Ann Chapman worked for UKOLN between 1987 and 2011. During that period she worked on a variety of projects and studies, which were variously funded by the British Library Research and Development Department (BLRDD), British Library Research and Innovation Centre (BLRIC), the Library and Information Commission (LIC), the Museums, Libraries and Archives Council (MLA) (and its previous incarnation, Resource) and the Joint Information Systems Committee (JISC) of the Higher and Further Education Funding Councils. This document provides a summary of Ann's work, with a focus on work areas relevant to the MLA sector.

## Work Summary: 1987-2011

### 1 BNB Currency Survey (1980-2005)

**Overview:** This survey was designed to monitor the availability and quality of records created for the British National Bibliography (BNB). A randomly chosen sample of six public and six academic libraries (each taking part for six months) submitted details of ten items to be catalogued; these were checked against records available in the BNB files. The samples were re-checked after six months to see if records had become available in the intervening period. After a few years, a second sampling point was started at the time libraries were about to order items. Over the years, additional analyses were prepared on the main samples. For a few years, the samples were also checked against a range of other bibliographic record suppliers.

**Deliverables:** Statistical findings were regularly reported in the professional literature and on the UKOLN Web site.

**Benefit to Funder:** BL used survey findings to improve work practices internally and quoted survey statistics in published reports to demonstrate improved outputs.

**Publications:** *Bibliographic record provision in the UK* by Ann Chapman. UKOLN, 1998. ISBN: 0951685651.

#### 1.1 Acquisition Trends Study (1999)

**Overview:** Funded by the BNB Research Fund, this collaborative project with the Library and Information Statistics Unit (LISU) re-used BNB Currency Survey data. The data was enhanced with data from a bibliographic records supplier and LISU carried out statistical analyses.

**Deliverable:** Report.

**Publication:** 'Trends in monograph acquisitions in UK libraries' by Ann Chapman, Claire Creaser and David Spiller, in *Library Management*, v.21 (6 & 7) 2000, pp. 307-315.

### 2 CLSCP (1994-2006)

**Overview:** A regular audit (initially quarterly, then annually) of BNB/MARC records contributed by the partners in the Copyright Libraries Shared Cataloguing Programme (CLSCP). The audit checked the presence and apparent accuracy of certain data elements in sample records.

**Deliverables:** Regular reports to the CLSCP.

**Benefit to Funder:** CLSCP partners used audit findings to improve work practices internally.

### 3 Full Disclosure (1995 - 1999)

**Overview:** This series of projects examined the need for retrospective cataloguing / conversion of manual catalogue records to machine-readable form in the UK.

### 3.1 Survey 1995/6

*A national retrospective catalogue conversion programme for UK higher education libraries: a study of its justification and implications*

The aim of this study was to establish whether a national retrospective catalogue conversion programme in the academic sector was justified and to explore the implications of much wider access both to records and to actual collections so converted. The study was funded by JISC.

Philip Bryant (BL Senior Research Fellow) led this study; co-researchers were Russell Sweeney (Library Consultant) and Ann Chapman and Steve Prowse of UKOLN.

**Deliverable:** Report submitted to JISC in 1995.

### 3.2 Survey 1996/7

*Retrospective catalogue conversion for libraries in the UK other than those funded by the Higher Education Funding Councils*

**Overview:** The public libraries of the UK were known to have unrivalled research material in many special collections and a wide range of libraries connected with learned societies, professional organisations, religious bodies and other voluntary institutions but at the time few of these collections had publicly accessible catalogue records in machine readable. This follow-on study focused on non HEFC funded libraries and the size and nature of the problem of retrospective conversion of catalogues in that sector. The study was funded by the British Library Research and Innovation Centre and completed in 1997.

Philip Bryant (BL Senior Research Fellow) led this study; co-researchers were Ann Chapman and Steve Prowse of UKOLN and Sally Jones and Danah Dajani of the University of Bath.

**Deliverable:** Report submitted to funding body in 1997.

**Publication:** The joint report covering both studies was published in 1997.

Bryant, Philip *Making the most of our libraries: the report of two studies on the retrospective conversion of library catalogues in the United Kingdom and the need for a national strategy*. (British Library Research and Innovation Report no. 53) British Library Research and Innovation Centre, 1997.

### 3.3 Full Disclosure 1999

Ann Chapman and Lorcan Dempsey (UKOLN) and Nicholas Kingsley (The National Council on Archives) carried out a study to investigate the need for a national strategy for retrospective catalogue conversion.

A report, '*Full disclosure: releasing the value of library and archive collections*', was submitted to the commissioning group (the British Library, the Library and Information Commission and the Library and Information Co-operation Council) in June 1999. The recommendations were accepted and a Full Disclosure Implementation Group was set up in September 1999 to act as the co-ordinating focus of the programme.

**Deliverable:** Report submitted to funding bodies.

**Status:** Print version of report published and distributed to relevant government departments, funding agencies, professional organisations and delegates who attended the Full Disclosure conference day in May 1999. Copies are available through the British Library Document Supply Centre. PDF and Word versions are available from UKOLN web site.

<http://www.ukoln.ac.uk/services/lic/fulldisclosure/>

**Non-UKOLN work:** Following the report, a framework for assessing collection significance as a factor in funding applications for retrospective cataloguing was created. For a short period the British Library funded a part-time Full Disclosure Officer.

**Email list:** an email discussion list was established (retro@jiscmail.ac.uk). This list is still active.

## 4 RECCI (1998)

RECCI: ROADS Evaluation of Cataloguing with Connection to Interoperability

**Work:** The evaluation of 50 templates each from ADAM, HISTORY, OMNI and SOSIG to identify inconsistencies within and between gateways and consider the effects on interoperability.

**Deliverable:** Report (Reccirpt.doc) by Ann Chapman and Michael Day.

<http://www.ukoln.ac.uk/metadata/roads/recci/>

<http://www.ukoln.ac.uk/metadata/roads/recci/preliminary-report.html>

## 5 Collection Description Focus (1999-2002)

Collection Description Focus was funded by the British Library, JISC and Resource (later MLA) as a series of 3 phased work programmes, delivered by Pete Johnston, Bridget Robinson and Ann Chapman.

**Overview:** The aim of the Focus was to improve co-ordination of work on collection description methods, schemas and tools, with the goal of ensuring consistency and compatibility of approaches across projects, disciplines, institutions, domains and sectors. The Focus provided support for projects actively involved in collection description work and for those investigating or planning such work. The first two phases included a survey of work in progress, a series of workshops and a number of briefing papers. In the third phase a structured Web site was created – a major part of this was the CLD (Collection-Level Description) Online Tutorial, created both as an aid to implementers and as a tool for training – and a short series of Case Study papers was published.

**Deliverables:** The Online Tutorial, briefing papers and case studies are available from the Web site.

## 6 Cat-Assess (2000)

**Overview:** Originating in a request for information in 1997, this was a pilot project to design a methodology to assess the quality of records in automated library catalogues both as a retrospective exercise to assess quality of existing records and as an on-going procedure to monitor the quality of new records being added. The pilot study was carried out on the University of Bath Library catalogue by Owen Massey as the subject of his MA dissertation for Loughborough University with the title "*Auditing catalogue quality by random sampling*".

**Aim:** To produce a viable method, applicable to a range of library types, of assessing the quality (in terms of accuracy and consistency of information) of records in a bibliographic database.

**Deliverable:** The methodology, with full instructions and accompanying documentation are available at <http://www.ukoln.ac.uk/bib-man/tools/>

**Publications:** The article was accepted for publication by Library Management. It was also published in parallel by the LIRG journal as Owen Massey was awarded the LIRG dissertation prize.

Chapman, Ann and Massey, Owen. 'A catalogue quality audit tool'

*Library and Information Research News*, Vol.26 no.82, pp.26-37 Spring 2002

*Library Management*, Vol.23 nos. 6 & 7, pp.314-324 Spring 2002

<http://www.emeraldinsight.com/Insight/ViewContentServlet?Filename=Published/EmeraldFullTextArticle/Articles/0150230>

## 7 Cornucopia (2000-2004)

**Overview:** Collection Description Focus was invited to take part in the re-development of Cornucopia, by producing mappings between the Cornucopia metadata schema and the RSLP

Collection Description metadata schema, reviewing the content of the entries for museums and considering how library entries could be contributed via the contributor interface.

**Work:** The work was carried out by Ann Chapman and Bridget Robinson.

**Status:** The Cornucopia collection description database is available at <http://www.cornucopia.org.uk/>

## 8 Cornucopia Indexing Review (2005)

MLA requested that UKOLN review subject indexing in the existing museums area of Cornucopia. Ann Chapman and Rosemary Russell carried out this review.

**Phase 1:** An interim report recommended the use of UKAT as the preferred thesaurus and set out the first part of the action plan; a supplementary document contained the mapping from the current Cornucopia terms to UKAT ones.

*Subject Access: A Strategic Review of Subject Indexing in Cornucopia*  
cornucopia-sbj-rvw-rpt-final-30sep.doc

**Phase 2.** This work comprised six separate reports.

1. *Audience Information: A Strategic Review of the Audience information in Cornucopia*  
cornucopia-audience-rpt-final.doc
2. *Name Indexing: A Strategic Review of the Indexing of Names in Cornucopia*  
cornucopia-name-rpt-final.doc
3. *Place Indexing: A Strategic Review of the Indexing of Names in Cornucopia*  
cornucopia-place-rpt-final.doc
4. *Strength Indexing: A Strategic Review of the Indexing of Names in Cornucopia*  
cornucopia-strength-rpt-final.doc
5. *Time Indexing: A Strategic Review of the Indexing of Names in Cornucopia*  
cornucopia-time-rpt-final.doc
6. *Contributor Guidelines For Subject, Place, Time, Names, Audience and Strength Indexing in Cornucopia*  
cornucopia-contrib-guides-final.doc

**Deliverables:** Reports giving recommendations to improve the indexing of Cornucopia.

**Benefit to funder:** This proved to be of potential rather than actual benefit. With little funding available to upgrade Cornucopia, changes have been limited.

**Status:** The reports were not published at the time but UKOLN has MLA permission to publish.

**Further work:** At the request of MLA, advice was given to two collection description projects associated with Cornucopia. The Egyptology project required guidance on using the metadata schema to record information on provenance by archaeological dig identifiers. For the Familia project the issue was moving information from static web pages into Cornucopia as the original host organisation no longer existed.

## 9 SAGE SWMLAC (2004)

The SAGE project created a regional portal that connected the library catalogues of eight local authorities and selected museum and archive catalogues. UKOLN was commissioned by SWMLAC to review the sustainability and future potential of the project.

The review concluded that that SAGE had been a useful experiment but while it had achieved the aims in its original funding proposal, extension to complete coverage of the region was not practicable in the timescale envisaged, due to technical and budgetary constraints.

**Deliverable:** Final report (confidential) to SWMLAC Board.

**Benefit to funder:** Provision of evidence on which to make a funding decision.

## 10 Tap into Bath (2004-2010)

**Overview:** The creation of a demonstrator searchable database of collection-level descriptions of collections (library, archive and museums collections from the public and private sectors) located in the City of Bath. Two seminars were held for project partners; feedback indicated these were highly valued as staff development opportunities by those who attended.

Project leaders: UKOLN and University of Bath Library.

Project partners: collections in the City of Bath.

**Deliverable:** The database was launched on 8 Dec. 2004 and updated in 2007.

The database was held on a University of Bath server, which was de-commissioned in 2010 at which time neither UKOLN nor any of the partners had the resources to maintain and/or develop the resource.

Decision:

- To archive the populated database, the un-populated database and the search and display software and the two installation documents.
- To create new Tap into Bath Web pages on the UKOLN Web site (the original ones were on a University of Bath Library server) to indicate the archival status and give details of how to acquire the database and software for re-use.

**Reports:** As part of the preservation process, two reports have been written: (1) *A short case study report* which is available at <http://blogs.ukoln.ac.uk/jisc-bgdp/2010/09/08/case-study-tap-into-bath/> and (2) the JISC Beginners Guide to Preservation which is available at <http://blogs.ukoln.ac.uk/jisc-bgdp/>.

*Turning Off Tap into Bath*, Ariadne, Issue 66, January 2011. See <http://www.ariadne.ac.uk/issue66/chapman/>

**Re-use:** The MySQL database and the search and data entry interfaces were designated as Open Source and the un-populated database and accompanying software offered for re-use with accreditation. Several enquiries were received; some did not proceed (typically because funding was unavailable for data collection and data entry tasks) but two resources were created: *Southern Cross Resource Finder* and *Milton Keynes Inspire*.

### 10.1 Southern Cross Resource Finder

The Southern Cross Resource Finder (SCRF) is a web-based resource that enables users to discover collections from libraries, archives and museums which hold resources useful for the study of Australia and/or New Zealand; it replaced a print directory that was due for updating. It was produced by and is maintained by the Menzies Centre for Australian Studies, King's College London.

23 March 2005: UK launch at the Menzies Room, Institute of Commonwealth Studies, London.

28 April 2005: Australian launch at the National Library of Australia (NLA). See <http://www.scrf.org.uk/>

### 10.2 Milton Keynes Inspire

The key element of the Milton Keynes Inspire project (initially named the GO:infoMK project) is an online searchable database to promote access to the collections in museums, archives, galleries and libraries in Milton Keynes. It was designed to operate within the framework of INSPIRE England, which aims to provide a seamless cross-sectoral pathway for learning by adults across public, academic, and national libraries.

4 November 2005: Launch at the Open University Library and Learning Resources Centre, Milton Keynes. See <http://www.mkinspire.org.uk/>



## 11 JISC Synthesis (2006)

JISC commissioned UKOLN to undertake a small-scale study to develop an overview specification for shared infrastructure; the resulting direction-setting document to be used to support the JISC Call for Projects planned for September 2006.

This study reviewed the component parts identified in the JISC IE architecture, the projects both within and outside the JISC community developing relevant tools and services, their current stage of development and the risk to the JISC IE should they not proceed to full service. A focus group workshop identified a number of key issues that concern the community and that the JISC needs to address.

The study was carried out by Ann Chapman and Rosemary Russell. Consultancy services were used in three key areas for their expertise:

- Rightscom (Mark Bide) was commissioned to provide a synthesis of existing digital rights management work and a commentary on the maturity of available technologies, commercial issues and requirements for future development
- Eduserv (Andy Powell) was commissioned to cover licensing issues and a synthesis of existing work on architecture and shared infrastructure
- Leona Carpenter was commissioned to contribute to the study, principally by detailing the scenarios and facilitating the feedback workshop.

**Work:** In addition to desk research, Ann and Rosemary identified key contacts at JISC services and projects and carried out interviews to establish for each the (a) aims and objectives, (b) timescale, (c) deliverables, (d) the value to JISC and (e) risks of non-completion. A focus group workshop was run towards the end of the study to gain additional insight into issues of concern for the community.

**Deliverables:** Final report.

**Status:** Published as supporting paper for a JISC Call for Projects in September 2006. See [http://www.jisc.ac.uk/Shared\\_Infrastructure\\_Services\\_Review\\_Sep\\_06](http://www.jisc.ac.uk/Shared_Infrastructure_Services_Review_Sep_06)

## 12 MLA and Theatre Information Group (2006)

The Theatre Information Group (TIG) was funded under the Renaissance Subject Specialties Network strand. For the National Performance Data Project (NPDP) they produced a DTD for recording theatrical production information as the first stage of facilitating data exchange between various Theatrical Collections. The MLA asked UKOLN to review the DTD, particularly with a view to it becoming an acceptable de facto standard.

MLA wanted to determine: whether it should best be expressed as an XML Schema; how it should be documented; how it could/should relate to other relevant standards (EAC, MARC, EAD, etc.); any other issues.

**Deliverable:** A report was submitted to MLA on 4 April 2006.

**Status:** The final version of the TIG feasibility study was completed in August 2006 and included the UKOLN report as Appendix 2. The feasibility study report recommended a further application for funding to develop a shared online database of historical productions and performances.

APPENDIX 2: A Strategic Review of the Proposed Data Standard, by Ann Chapman, (UKOLN)

It is not known if this report is in the public domain. The last known contact for this project is: Guy Baxter, Victoria & Albert Museum [g.baxter@vam.ac.uk]

## 13 BIAB Technical Specification (2006-2009)

BIAB approached UKOLN in 2006 for advice on current standards (especially MARC 21) in relation to bibliographic database design for a functional spec for an upgraded Content

Management System for BIAB Online (the British & Irish Archaeological Bibliography – an online database of about 175,000 bibliographic references).

Ann Chapman provided advice (principally on MARC 21, RDA and a range of new resource identifiers), which was incorporated in the final functional specification and invitation to tender in February 2006. Further advice on bibliographic standards was given between 2006 and 2010 and feedback provided during the BIAB Online beta testing in January-February 2010. The service was launched on 11 October 2010. See <http://www.biab.ac.uk/>.

## 14 Wiltshire (2006)

UKOLN was approached by a Wiltshire Museums Service working party looking at developing a public access interface to search across the collected catalogues held by Wiltshire County Council Library & Heritage Services (Local Studies Library Catalogue, Wiltshire and Swindon Record Office Catalogue, Wiltshire Sites and Monuments Record, Wiltshire Buildings Record and individual catalogues of Wiltshire Museums and Wiltshire Historic Photograph Collection).

Ann Chapman and Marieke Guy gave guidance and advice on what might be achievable.

## 15 Creative Archive Licence Group (2007)

MLA asked that UKOLN provide advice on metadata schemas to this group.

**Background:** The aim was to open up their archive of broadcast materials for non-commercial use. In order to manage these resources, a working group at the BBC created a Creative Archive Licence, based on the Creative Commons licence. Having created the Creative Archive Licence, it was decided to extend membership outside the BBC. The extended group comprised the British Film Institute, the Open University, Teachers TV, Channel 4, together with MLA representing cultural sector organisations with this type of content. The aim was to look for the potential for bringing together these various archives in a variety of ways. Identifying that they held their content in different systems, which was likely to make problems if they were to offer a joint portal, UKOLN was asked to provide technical advice.

**Work:** A first fact-finding stage was intended to be followed by a mapping exercise and provision of guidance on interoperability issues.

**Status:** The project was put on hold in 2007, due to un-resolvable copyright issues.

## 16 UKOLN response to MLA strategy document 'A Blueprint for Excellence: Public Libraries 2008-2011'

**Work:** UKOLN response.

**Status:** Submitted to MLA on 30 May 2007.

## 17 Guest Lectures at LIS departments (2007-2010)

From 2007 to 2010 Ann Chapman gave a guest lecture on bibliographic standards to students taking the cataloguing module at London Metropolitan University at the invitation of the lecturer running that module and a similar lecture in 2009 to students at University College London. The lectures focused on the AACR and RDA cataloguing codes and the MARC 21 format.

## 18 MLA ITT 172 – Interview panel member (2008)

In 2008 MLA put out a tender for a study to establish the potential of linking public libraries to the JANET network (ITT 172). Ann Chapman was a member of the judging panel.

## 19 Cultural Heritage Web Site (2008-2011)

2008: New area of the UKOLN Web site created to support the cultural heritage sector. Content included information on UKOLN events for the sector and a collection of briefing papers (eventually totalling more than 80 papers). In addition, a number of Web 2.0 services (Delicious, LibraryThing, Dipity) were used to demonstrate how they might be used.

<http://www.ukoln.ac.uk/cultural-heritage/>

2009: In January the UKOLN Cultural Heritage blog was first published, with content by Ann Chapman, Brian Kelly and Marieke Guy plus a number of guest posts.

2008-2009: Brian Kelly ran a number of workshops on Web 2.0 and social networking for the on behalf of MLA at a number of venues.

2009-2010: Marieke Guy ran a workshop (*Introduction to Web 2.0 and social networking*) on behalf of MLA at 13 venues.

2010-2011. Ann Chapman ran a workshop (*The Social Web: Opportunities in Difficult Times*) on behalf of MLA at 7 venues.

## 20 RIN BibFlows (2008-2009)

Ann Chapman a member of the expert advisory panel for the RIN Bibflows project, which was carried out by Ken Chad Consulting. This work took place between October 2008 and March 2009, the report was published in June 2009.

*Creating catalogues: bibliographic records in a networked world*

This report is an overview of the entire process of bibliographic record production for printed and electronic books, and for scholarly journals and journal articles. See <http://www.rin.ac.uk/our-work/using-and-accessing-information-resources/creating-catalogues-bibliographic-records-network>

## 21 JISC SIS Landscape Study (2009)

JISC funded this landscape study on the UK HE sector use of content, communication and social networking services developed outside the sector by global enterprise. The study was carried out by Ann Chapman and Rosemary Russell of UKOLN.

**Overview:** Although JISC had developed a number of services (e.g. JORUM, JISCmail) specifically for use within the UK HE sector, people within the sector were increasingly using services developed outside the sector, either in addition to – or in some cases instead of – JISC provided services. And as well as using such services, people were also engaging in ‘mashups’ where combinations of services and content are used to provide new services or to provide added value to data already held. Since evidence of this usage was fragmented and often anecdotal, this study aimed to provide a snapshot of the then situation in the UK. A parallel study of the situation in Australia was carried out by an Australian researcher.

**Work:** A short timescale and the fact that it was users of Web 2.0 who were the target sample, meant that traditional questionnaire methods of obtaining data would not be practicable and perhaps were not the best way of contacting people who were actively using Web 2.0. Instead it was decided to create a blog that would serve as a number of things: a Web presence for the 3 years required for JISC-funded projects; a way to collect data in an itemised way by creating Pages to which individuals could submit comments; dissemination of case studies of Web 2.0 enthusiasts; dissemination of the results of the project literature survey; and a way to present the results.

**Deliverable:** The final report was submitted on 15 December 2009.

**Status:** The report and the Australian parallel report were both published by JISC and are available at the following URLs.

- The UK study: <http://ie-repository.jisc.ac.uk/438/>

- The Australian study: <http://ie-repository.jisc.ac.uk/439/>

## 22 BL Standards Review (2009)

The British Library reviews its standards activities every few years. The review covers not only bibliographic standards, but the full range of standards related to resource description and discovery, preservation, data transport and rights management. The 2009 review included an external assessment Ann Chapman.

**Deliverable:** Report for British Library internal use only.

## 23 UKOLN Response to Empower, Inform, Enrich Report (2009)

UKOLN response to the above report (published by DCMS in December 2009), which was a consultation document that aimed to capture the findings of the Library Review process.

**Deliverable:** Work submitted to DCMS on 22 January 2010.

**Status:** Published and available from the UKOLN Web site. See <http://www.ukoln.ac.uk/ukoln/consultation-responses/dcms-empower-2009/>

## 24 Feasibility Study for Public Library Gateway (2009)

BOP Consulting was contracted by the Museums Libraries and Archives Council (MLA) to perform a feasibility study for a public libraries online gateway.

UKOLN was invited to contribute as a stakeholder and for its knowledge of this sector. In addition to being interviewed and providing a number of follow-up references for BOP Consulting, Ann Chapman was also a member of the Focus Group that met on 4 Nov. 2009.

## 25 Authentication Services for Public Libraries: A Report (2010)

An investigation into the potential for using authentication processes for the delivery of online content by public libraries; commissioned by MLA.

**Final report:** Report submitted September 2010. See <http://www.ukoln.ac.uk/cultural-heritage/reports/authentication-report/>

## 26 Committees

Ann Chapman has served on a number of committees and working groups in addition to those mentioned above in relation to specific projects.

CILIP Cataloguing and Indexing Group Committee (2002-2011)

BIC Bibliographic Standards Group (1995-2011)

CILIP/BL Committee on AACR2 / RDA (2004-2011; chair 2006-2011)

## 27 Papers and Presentations

Papers and presentations by Ann Chapman are recorded at:

- <http://www.ukoln.ac.uk/ukoln/staff/a.chapman/publications/>
- <http://www.ukoln.ac.uk/ukoln/staff/a.chapman/presentations/>